

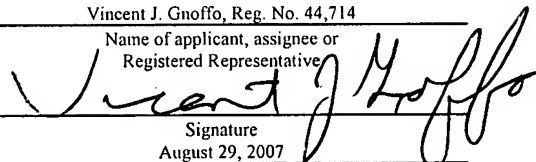
I hereby certify that this correspondence is being deposited with the United States Postal Service, with sufficient postage, as first class mail in an envelope addressed to:

Commissioner for Patents  
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On  
August 29, 2007  
Date of Deposit

Vincent J. Gnoffo, Reg. No. 44,714

Name of applicant, assignee or  
Registered Representative



Signature  
August 29, 2007

Date of Signature

Case No. 10022/178

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:

Karen E. Riley et al.

Serial No: 10/029,769

Examiner: Tan D. Nguyen

Filed: October 19, 2001

Group Art Unit: 3629

For: METHOD FOR  
IMPLEMENTING SERVICE  
DESK CAPABILITY

**SUBMISSION OF POWER OF ATTORNEY**

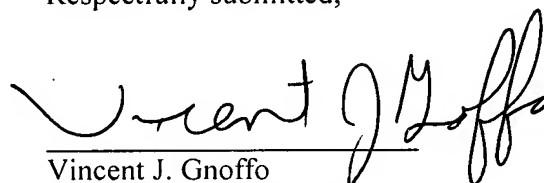
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Applicant hereby submits an executed Power of Attorney.

Respectfully submitted,

Dated: August 29, 2007



Vincent J. Gnoffo  
Registration No. 44,714  
Attorney for Applicant

BRINKS HOFER GILSON & LIONE  
P.O. BOX 10395  
CHICAGO, IL 60610



**Power of Attorney,  
Change of Correspondence Address,  
and Revocation of Previous Powers,  
If Any**

Application Number	10/029,769
Filing Date	October 19, 2001
First Named Inventor	Karen E. Riley
Art Unit	3629
Examiner Name	Tan D. Nguyen
Attorney Docket Number	3629

I hereby revoke all previous powers of attorney, if any, given for the application or patent specified above.

I hereby appoint the practitioners associated with the Customer Number **28164** as our practitioners to prosecute the patent or patent application specified above, and to transact all related business in the United States Patent & Trademark Office.

Please recognize and change the correspondence address for the above-identified application or patent to the address associated with Customer Number: **28164**

The undersigned is authorized to act on behalf of **Accenture LLP**, the Assignee of record of the entire right, title, and interest in the application or patent specified above. A statement under 37 CFR 3.73(b) will be attached to establish Assignee's ownership.

The undersigned duly authorized representative of **Accenture LLP** also authorizes and empowers the practitioners associated with Customer Number **28164** to accept and follow instructions from Wayne P. Sobon, John F. Rollins, Paul A. Roberts, Michael B. Chernoff, Charulata J. Shah, Li-Chung Daniel Ho, Meghan R. Rooney or Thomas Kretschmer, attorneys of **Accenture LLP**, as to any action to be taken in the United States Patent & Trademark Office regarding the application or patent specified above, without conferring with any other representative of **Accenture LLP**, and to execute a Statement Under 37 CFR 3.73(b) on behalf of **Accenture LLP** to establish its right to take action as an assignee for the above-identified patent application.

**SIGNATURE of Authorized Representative of Accenture LLP**

Name: **Wayne P. Sobon**

Title: Assistant Secretary and Director of Intellectual Property for Accenture LLP.

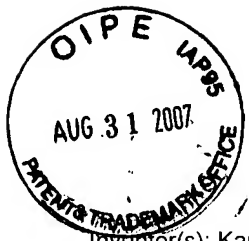
Signature:

Date:

8/22/07

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below.\*

☐ \*A total of \_\_\_\_\_ form(s) is/are submitted.



CHAIN OF TITLE STATEMENT UNDER 37 CFR 3.73

Inventor(s): Karen E. Riley, William D. McVicker, Stephen Nunn, Samir Anand and John Brett

Serial No.: 10/029,769 Patent No.: \_\_\_\_\_ Case No.: 10022/178 Filing Date: October 19, 2001

Title: METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY

Assignee: Accenture LLP, a corporation

Accenture LLP is:

1. ☒ the sole Assignee of the entire right, title and interest; or
2. ☐ the Assignee of an undivided whole interest from \_\_\_\_\_ of a total of \_\_\_\_\_ inventors; or
3. ☐ the Assignee of a \_\_\_\_\_% partial ownership interest;

in the patent or patent application identified above, by virtue of:

- ☒ assignment(s) that establish a complete chain of title for Assignee from inventors and subsequent other owners, if any, and that are presently recorded in the United States Patent and Trademark Office at Reel 013037, Frame 0008; Reel 013318, Frame 0406; Reel 013543, Frame 0335; and Reel 013606, Frame 0427;

OR

- ☐ attached copies of as yet unrecorded assignment(s) that have been or concurrently are being submitted for recordation in the United States Patent and Trademark office and that establish a complete chain of title for Assignee from inventors and subsequent other owners, if any.

The undersigned attorney is registered with the United States Patent and Trademark Office and is authorized and empowered to sign this Statement on behalf of Accenture LLP.

Aug. 29, 2007  
Date

Attorney for Assignee Accenture LLP

Vincent J. Gnoffo  
Signature

Vincent J. Gnoffo  
Typed or Printed Name

44,714  
Attorney Registration Number